

# CHAMPS Associate a New Billing Agent & Authorize the 835/ERA

"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

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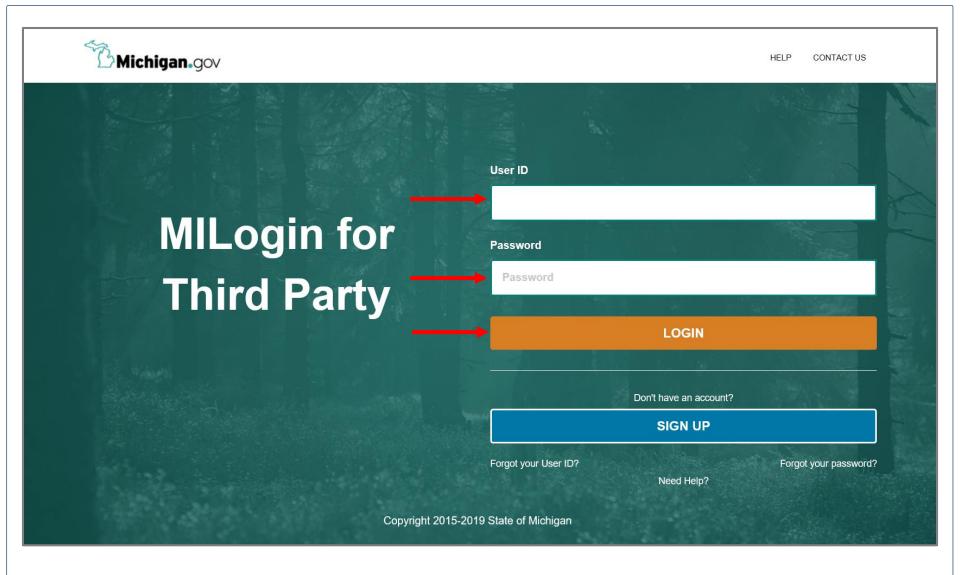
## Associate a billing agent

### Associate a billing agent

 Providers must associate their billing NPI number in CHAMPS to the billing agent CHAMPS ID number

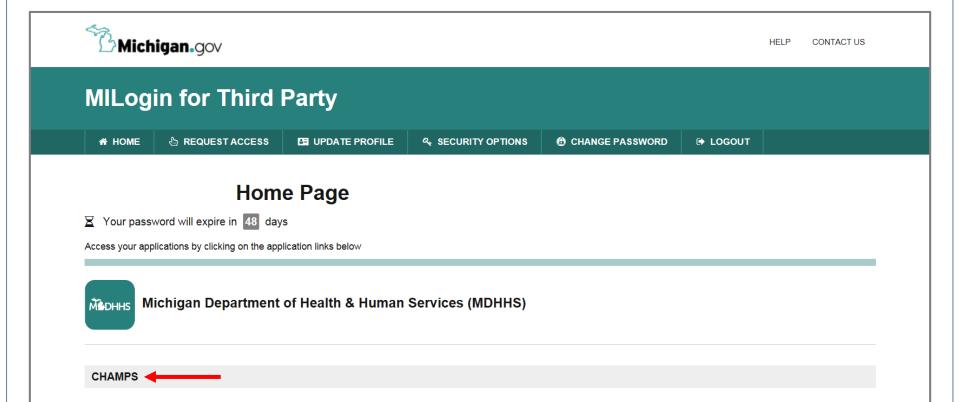
- Providers can have multiple billing agents associated to their billing NPI
- Only one billing agent can be authorized to receive the 835/Electronic Remittance Advice as the 835 is generated at the tax ID level





- Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
- Enter <a href="https://milogintp.Michigan.gov">https://milogintp.Michigan.gov</a> into the search bar
- Enter your User ID and Password
- Click Login



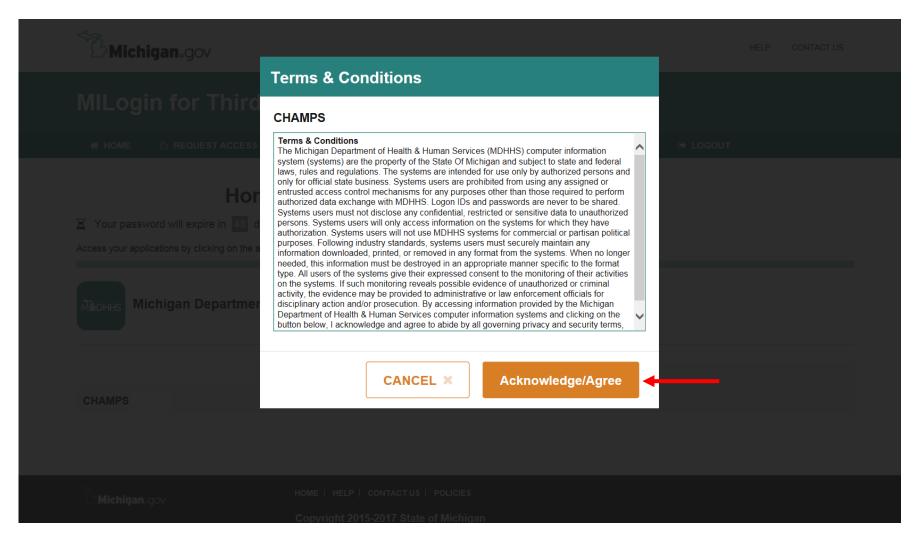




- You will be directed to your MILogin Home Page
- Click the CHAMPS hyperlink

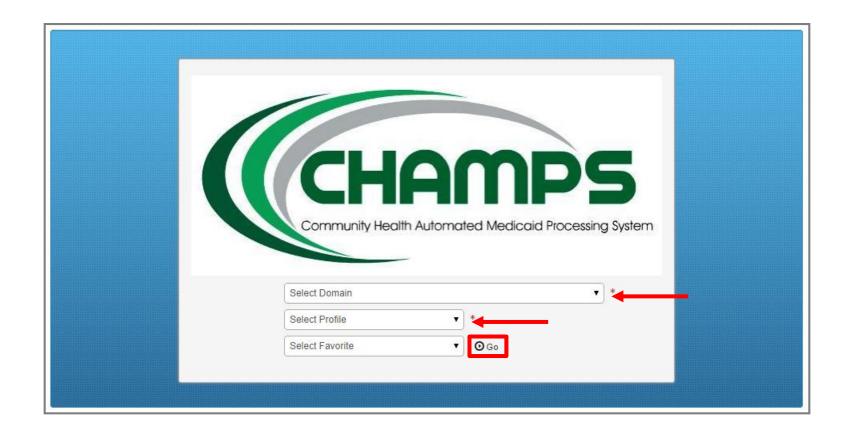
\*MILogin resource links are listed at the bottom of the page





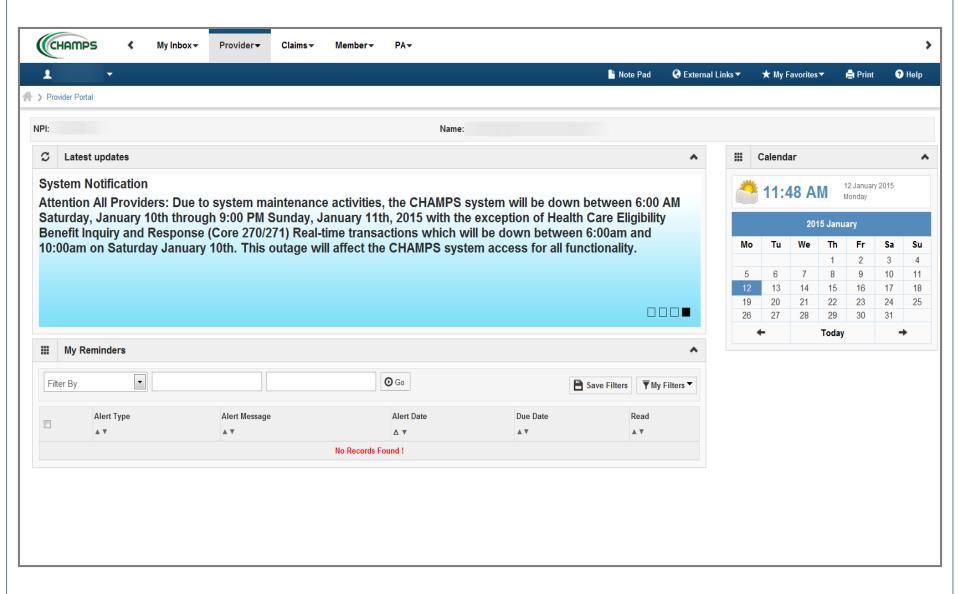
Click Acknowledge/Agree to accept the Terms & Conditions to get into CHAMPS





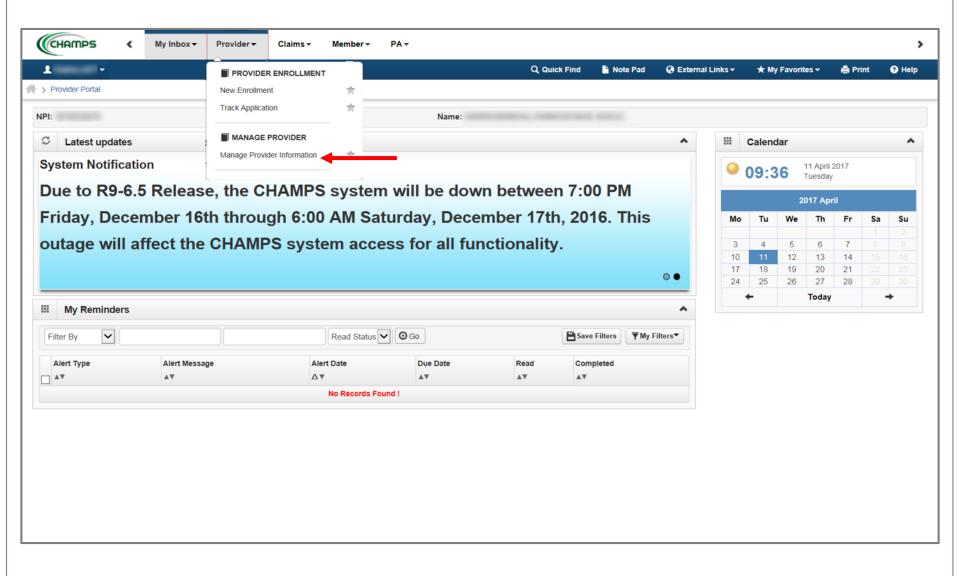
- Select the NPI from the Select Domain drop-down menu
- Select Provider Enrollment Access or CHAMPS Full Access from the Select Profile dropdown menu
- Click the Go button





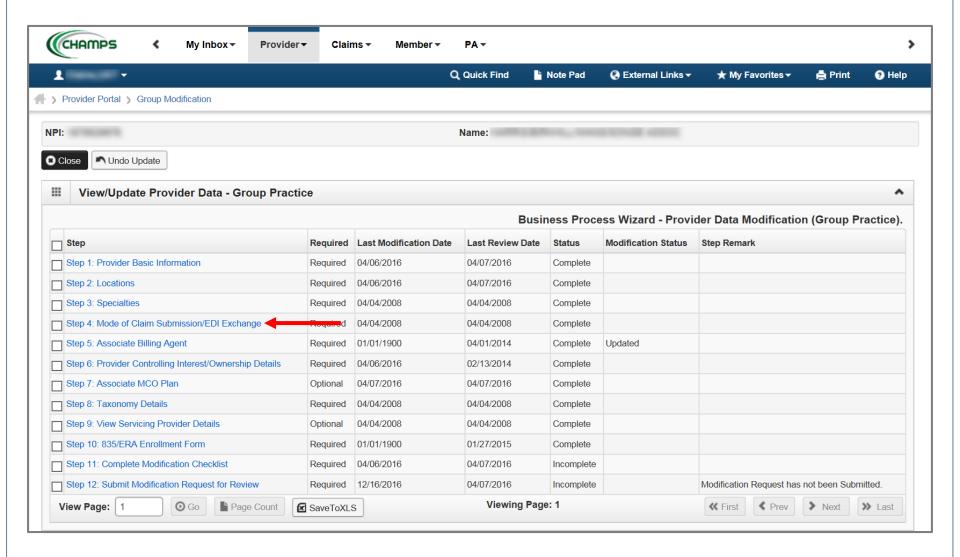
Once logged in you will be directed to the Provider Portal page



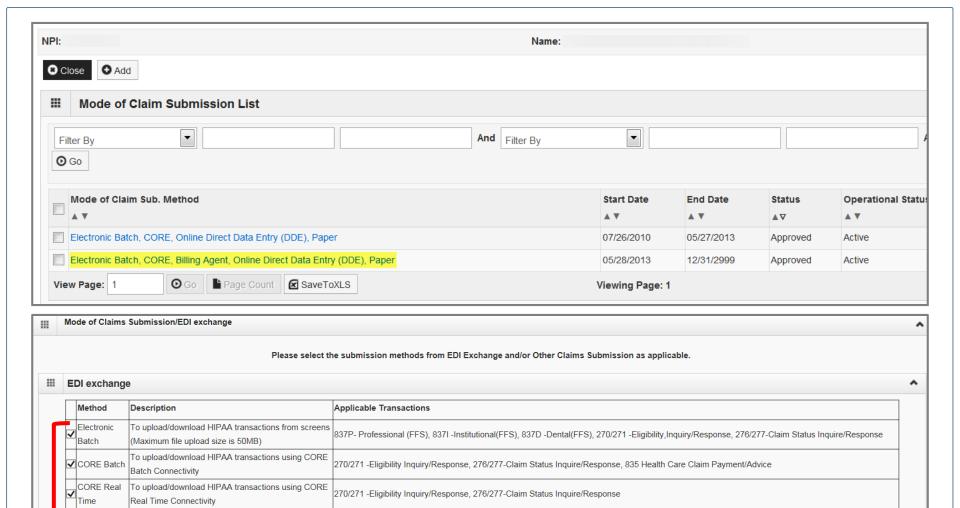


- Select the Provider tab
- Select Manage Provider Information from the drop-down options





- Complete all the steps in numerical order by selecting the hyperlink
- For each step, make any necessary changes. Select, Close if no changes are needed and proceed to the next step
- For Step 4: Mode of Claim Submission Select the hyperlink and continue to the next slide



- Select the hyperlink with the most current date listed (example highlighted)
- The Mode of Claims Submission/EDI exchange dialog box will appear

To submit/receive HIPAA transactions through billing

• Click in each checkbox even if you will not use all modes of submission

Note: If you are a billing agent, the billing agent option will not appear

837P- Professional (FFS/Encounter), 837I -Institutional(FFS/Encounter), 837D -Dental(FFS/Encounter), 270/271 -Eligibility Inquiry/Response, 276/277-

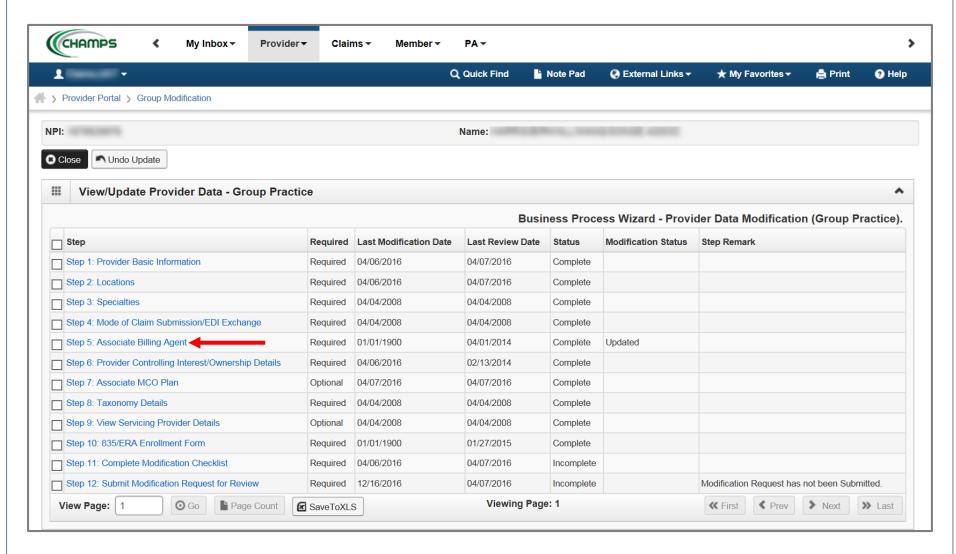
Claim Status Inquire/Response, 278/278- Prior Authorization Request/Response, 835- Healthcare Claim payment Advice

Click Save

Billing Agent

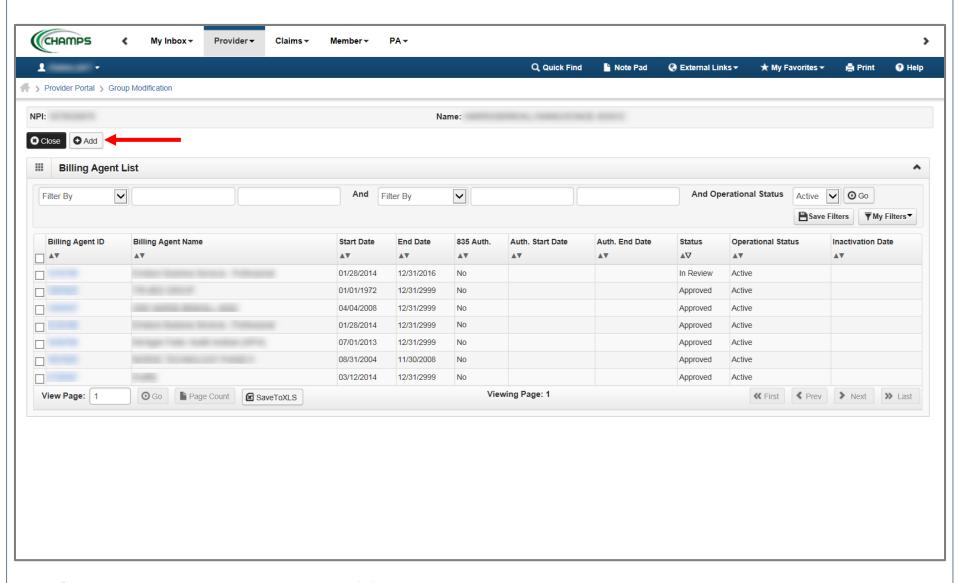
Click Close





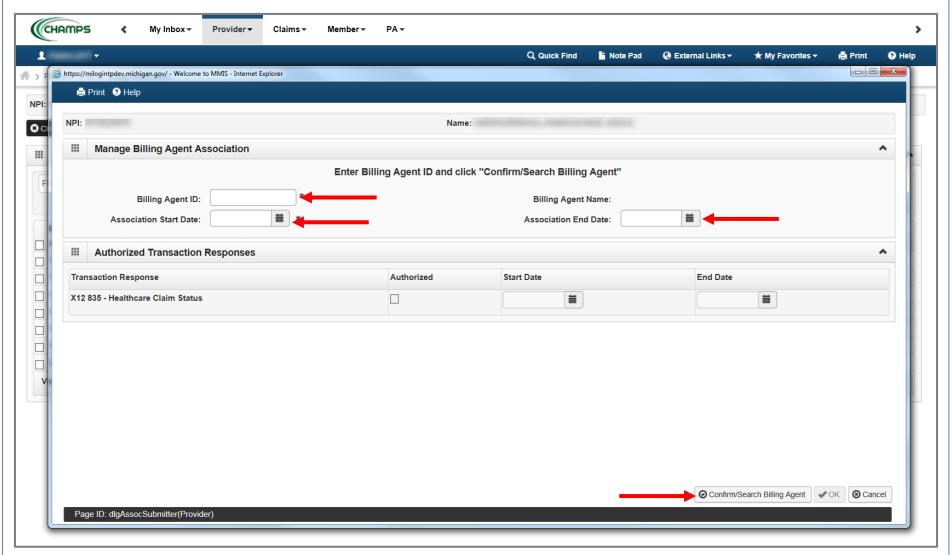
Select Step 5: Associate Billing Agent





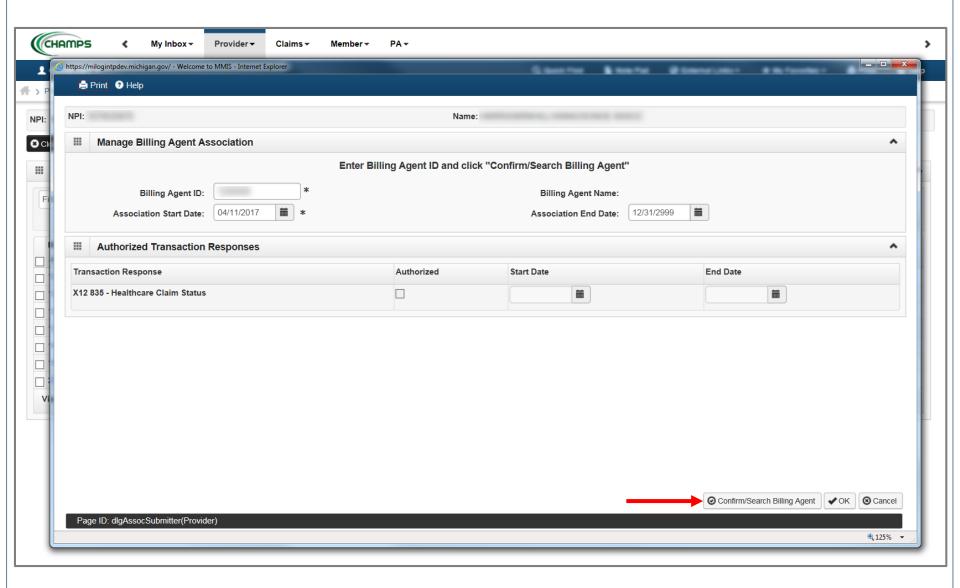
- Current associated billing agent(s) will appear
- Select Add





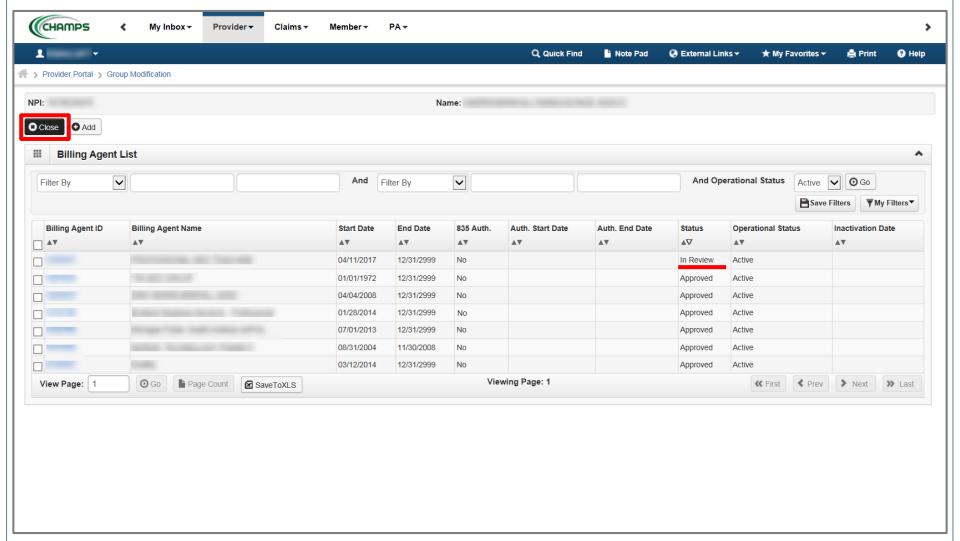
- Enter the 7 digit CHAMPS Billing Agent ID
  - To review a list of enrolled billing agents select, Confirm/Search Billing Agent button
- Enter the Association Start Date this cannot be back dated
- Enter the Association End Date suggested 12/31/2999





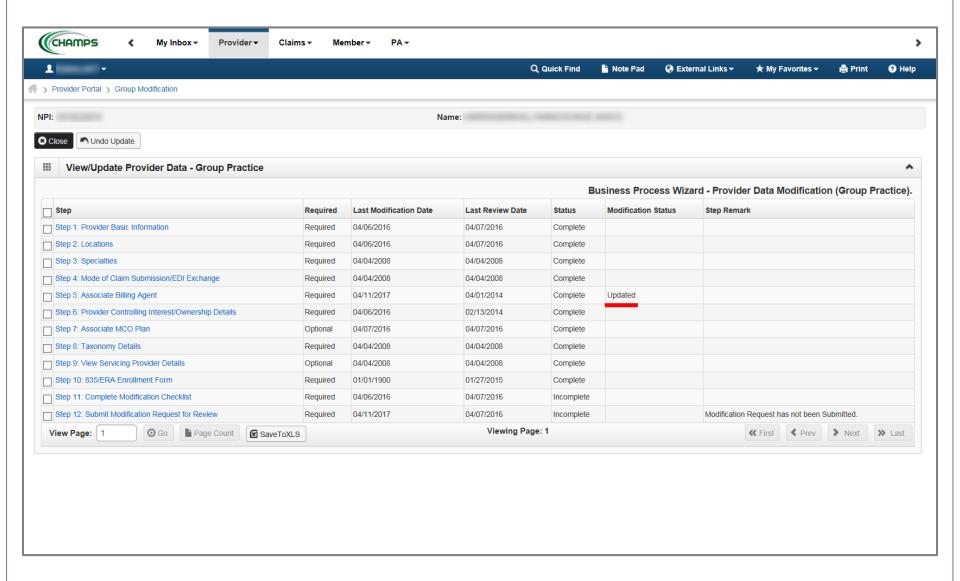
- Once all required information is complete click, Confirm/Search Billing Agent
- Click OK





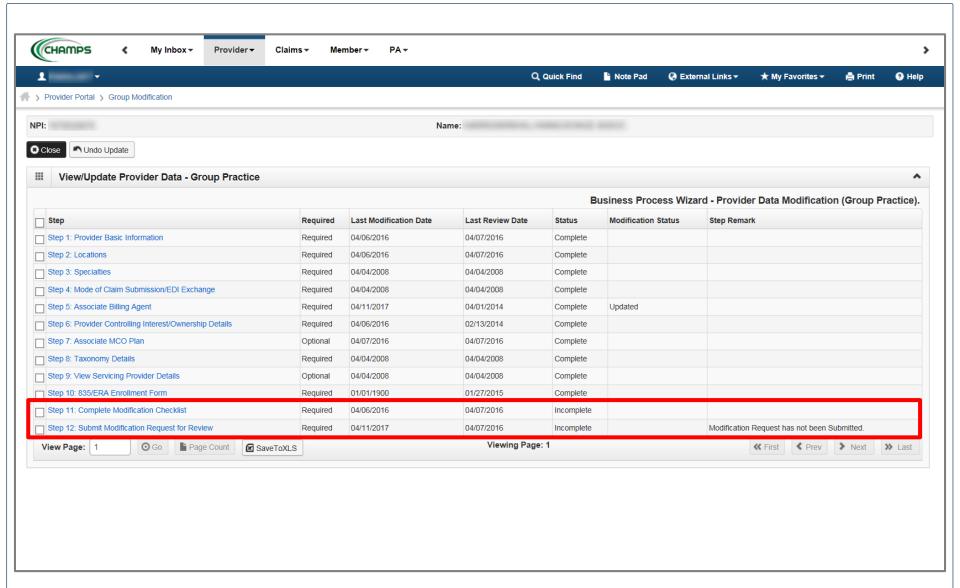
- Within Step 5: Associate Billing Agent, you will see your new billing agent listed with a status
  of, In Review
- Please do not submit files through this billing agent until the status is listed as, Approved
- Select Close

**Note**: Claims submitted by a Billing Agent on the Provider's behalf will reject when the Billing NPI is not associated to the Billing Agent



- After completing Step 5: Associate Billing Agent, Modification Status will show as, Updated
- Proceed with the following steps in numerical order

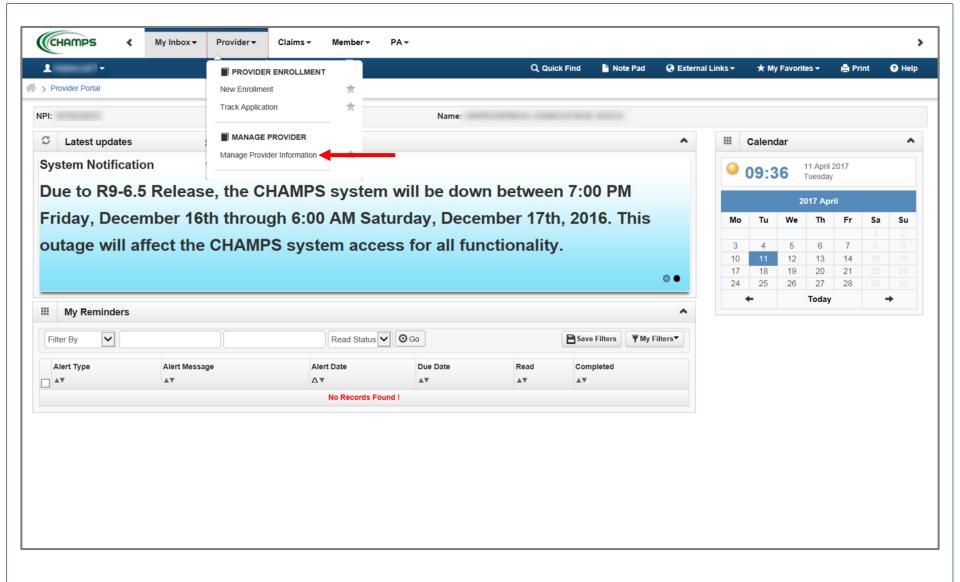




- Make sure to complete steps 11 and 12 in order to submit the modification for review
- Prior to authorizing the newly associated billing agent to receive the 835, the modification needs to be submitted for approval

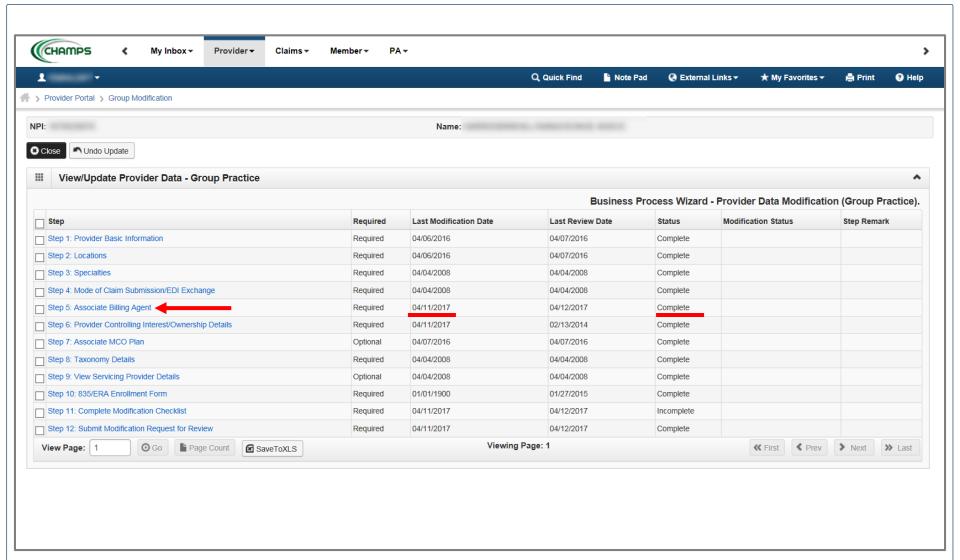
# Authorize newly associated billing agent to receive 835

Steps within CHAMPS to add the 835 authorization to an associated billing agent



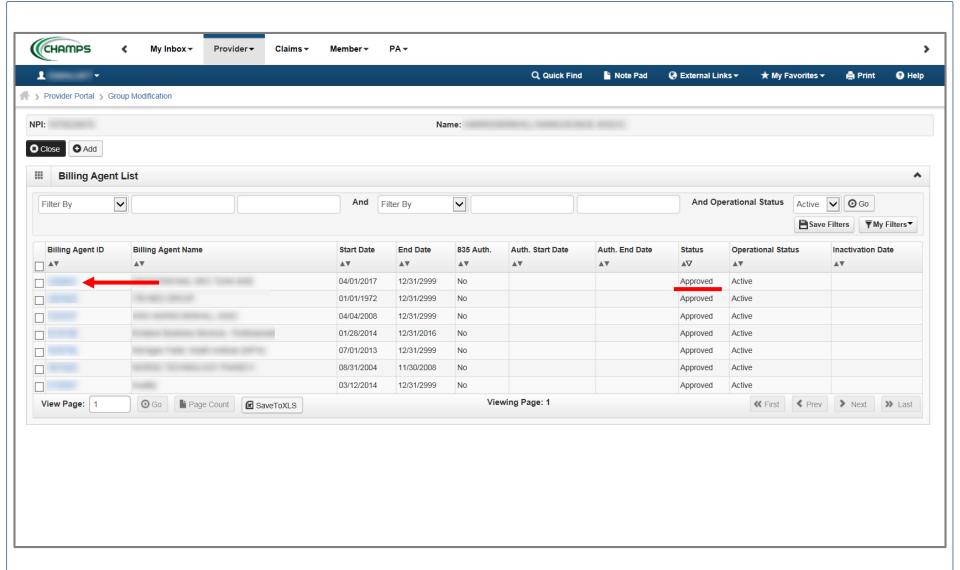
- Once the modification has been approved, log back into CHAMPS
- Click the Provider tab
- Select Manage Provider Information





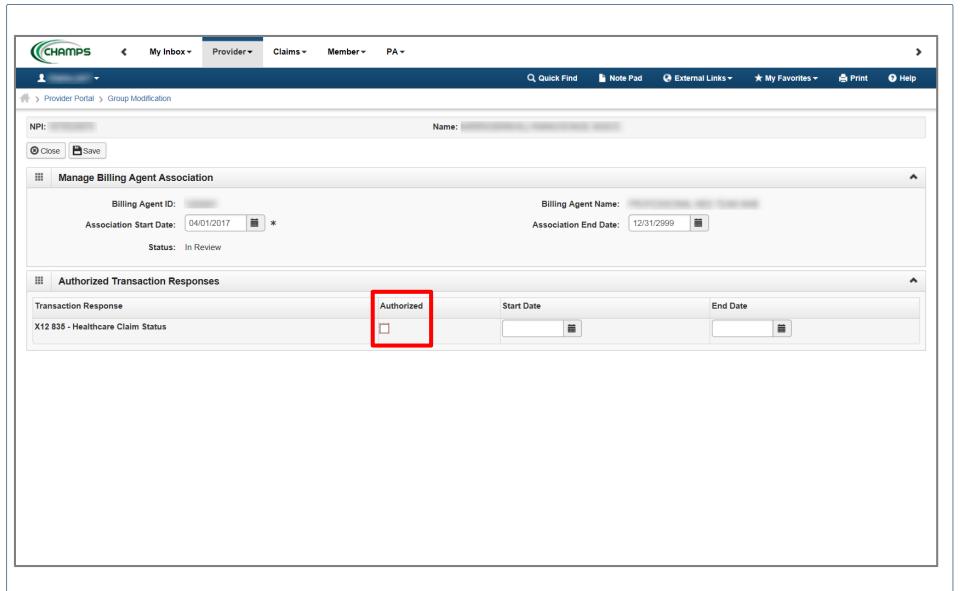
- Step 5 will now show complete along with a current modification date
- Click into Step 5 in order to authorize the billing agent to receive the 835





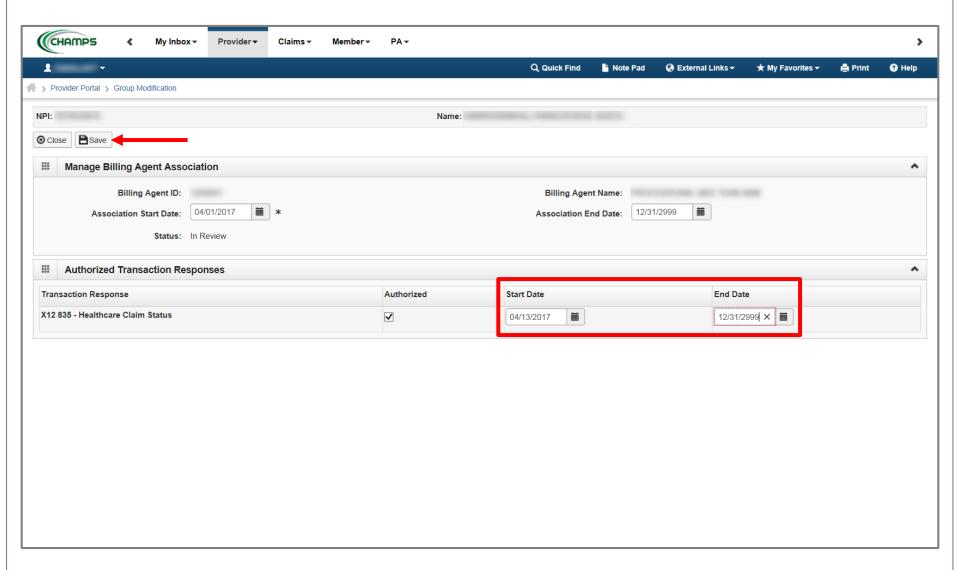
- The newly added billing agent will now have an approved status
- To add the 835 authorization click the Billing Agent ID hyperlink





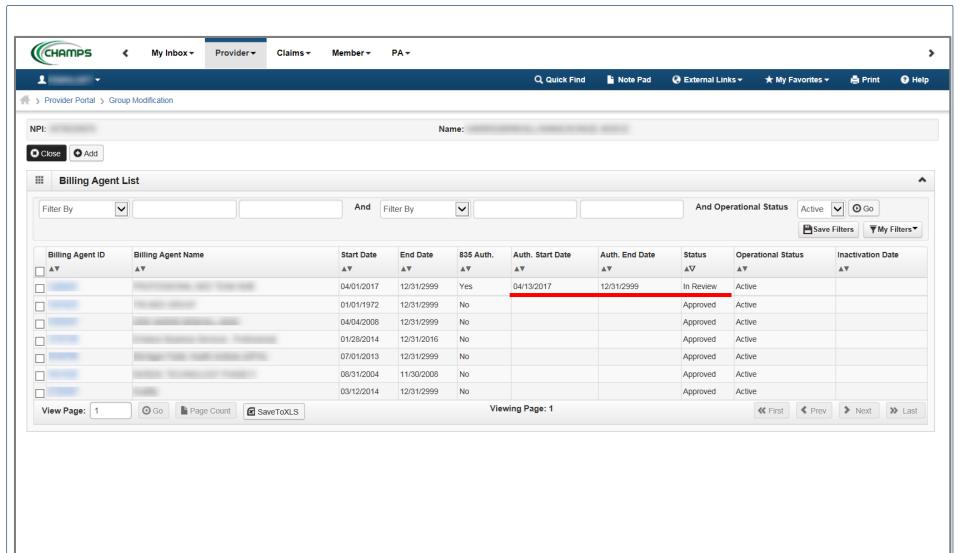
Click the check box to authorize the selected billing agent to receive the 835 for your Tax ID





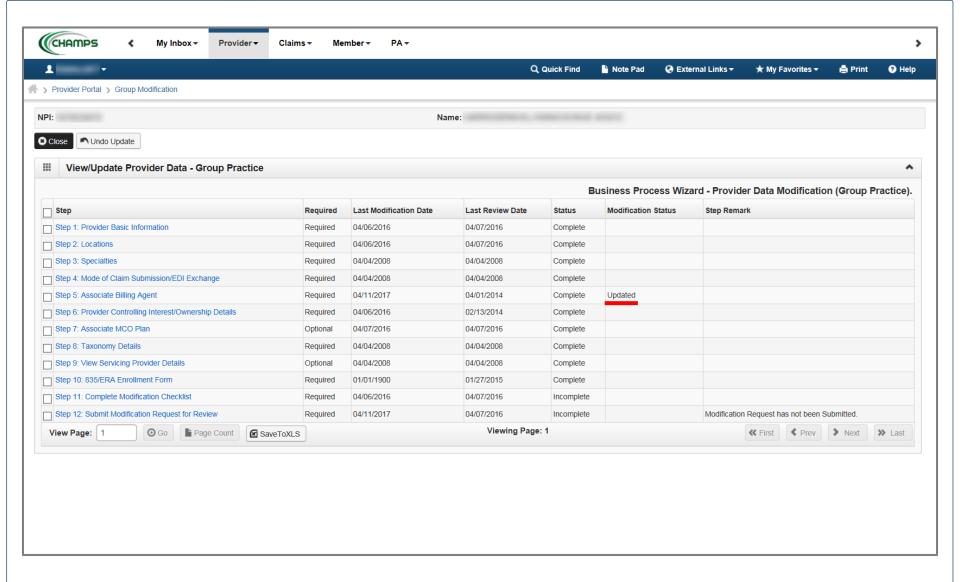
- Enter the start date for the selected billing agent to receive the 835
  - Note: The start date can NOT be back dated
- Enter the end date (ex. 12/31/2999)
- Click Save





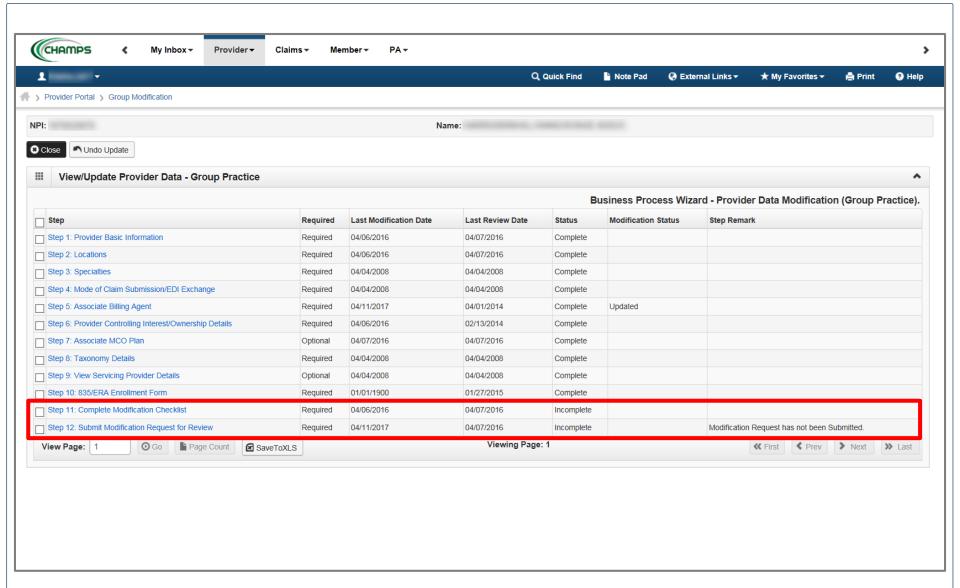
- The Billing Agent List screen will now show the 835 authorization start and end dates for the selected billing agent
- The status will be in review until the entire provider modification record is submitted





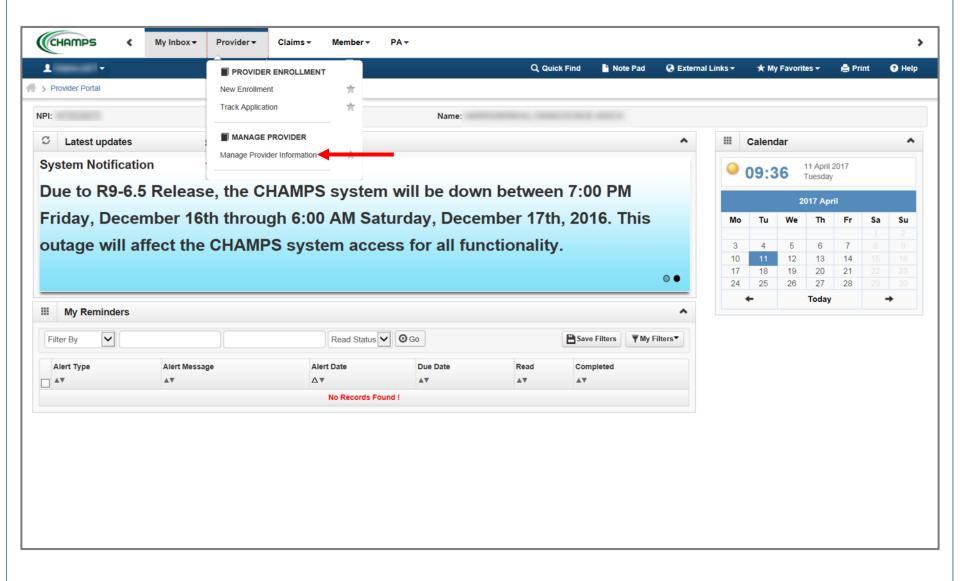
- Step 5: Associate Billing Agent, will show as, Updated
- Proceed with the following steps in numerical order





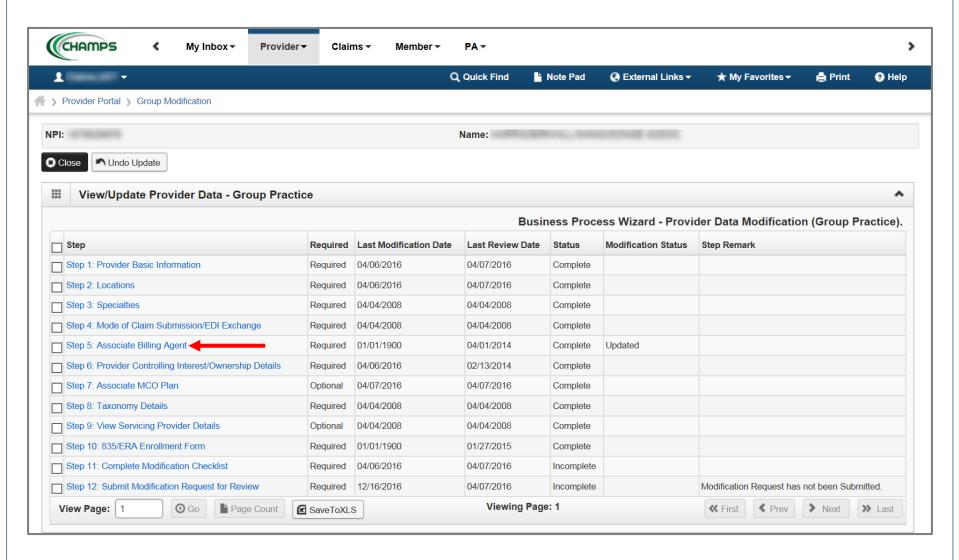
- Make sure to complete steps 11 and 12 in order to submit the modification for review
- Prior to authorizing the newly associated billing agent to receive the 835, the modification needs to be submitted for approval

#### Remove the 835 Authorization



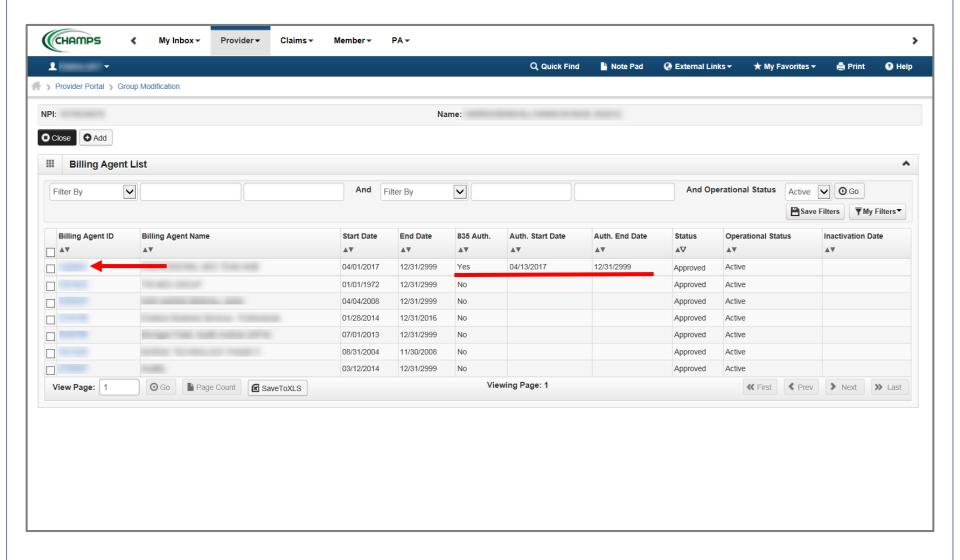
- Once the modification has been approved, log back into CHAMPS
- Click the Provider tab
- Select Manage Provider Information





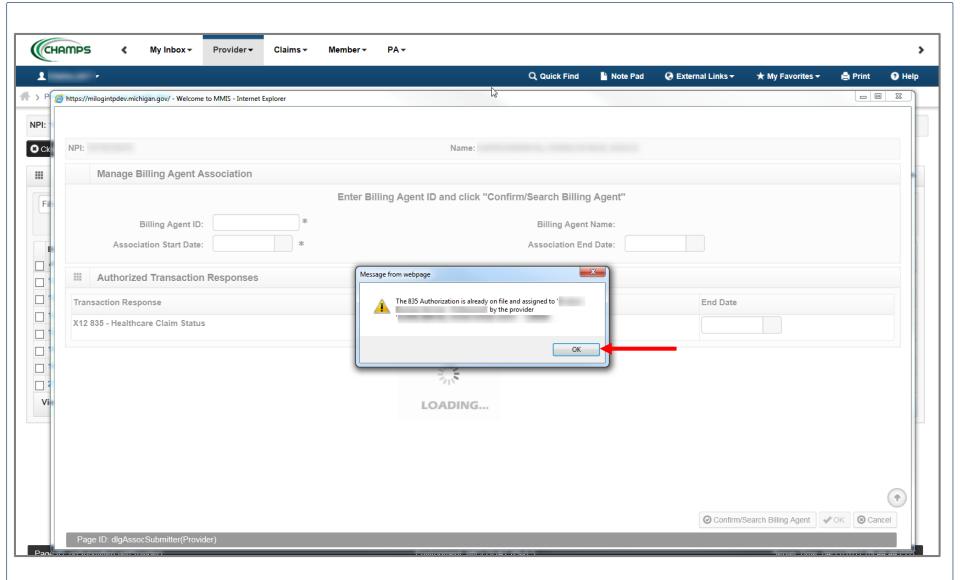
Select Step 5: Associate Billing Agent





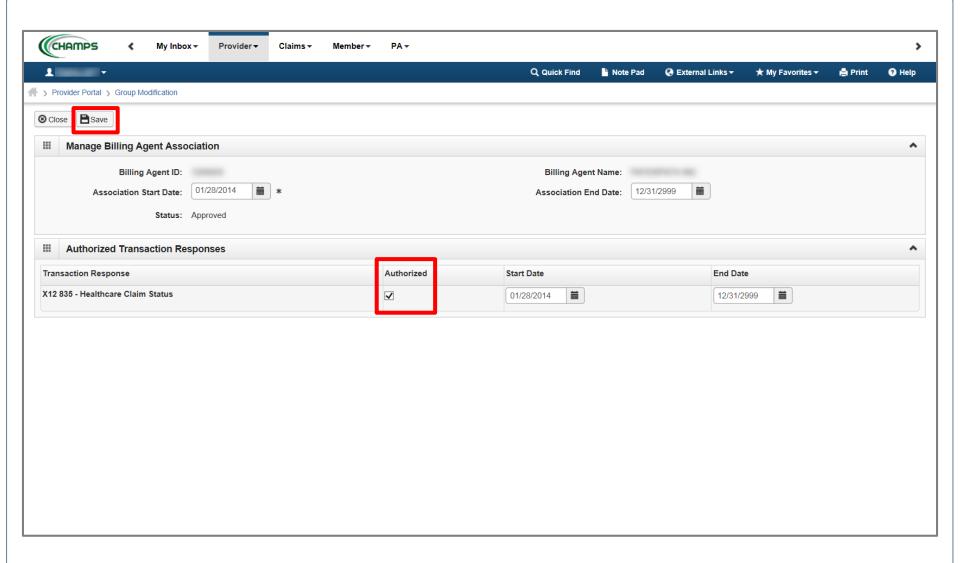
- Current associated billing agent(s) will appear
- Select the Billing Agent ID hyperlink who is currently authorized





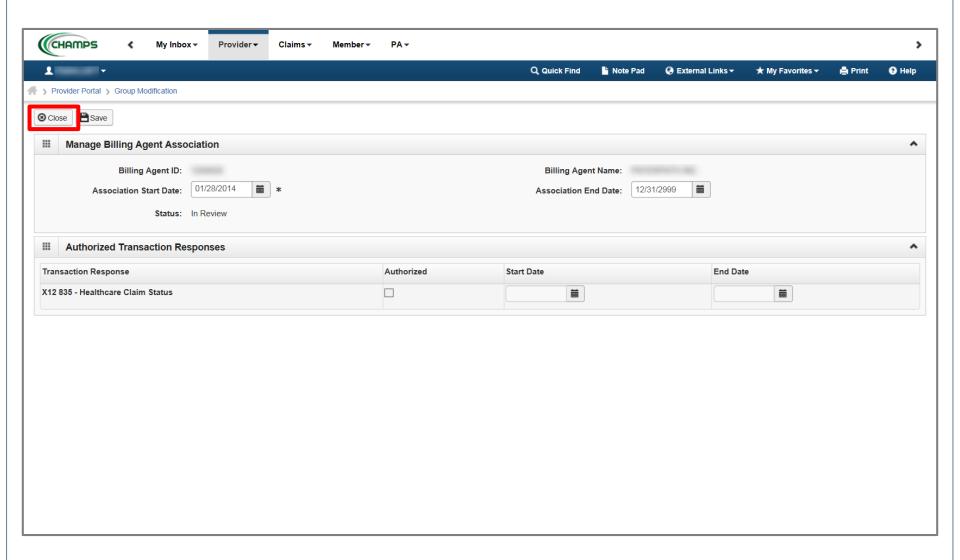
- A pop-up box will display
- Click OK to close box





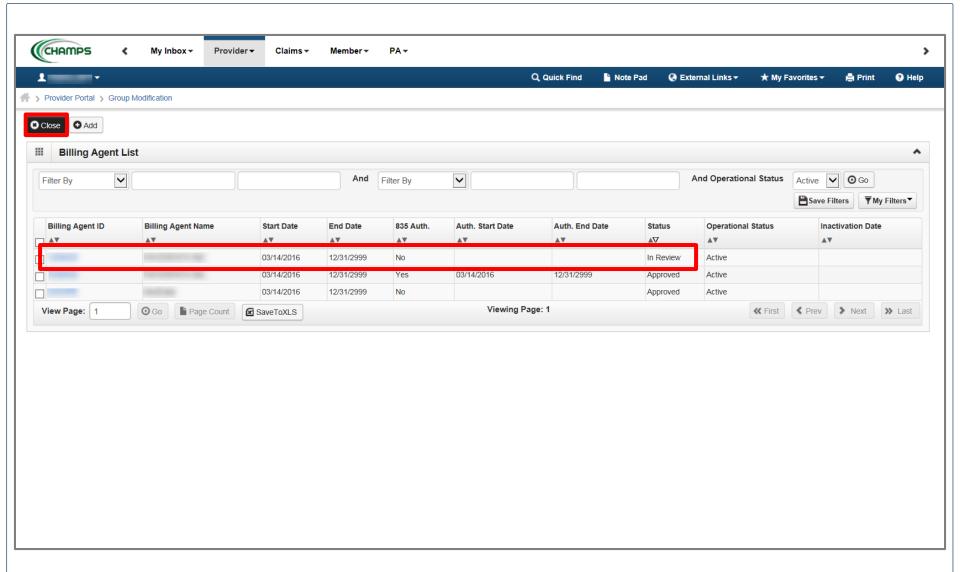
- Uncheck Authorized to remove previous billing agent
- Click Save



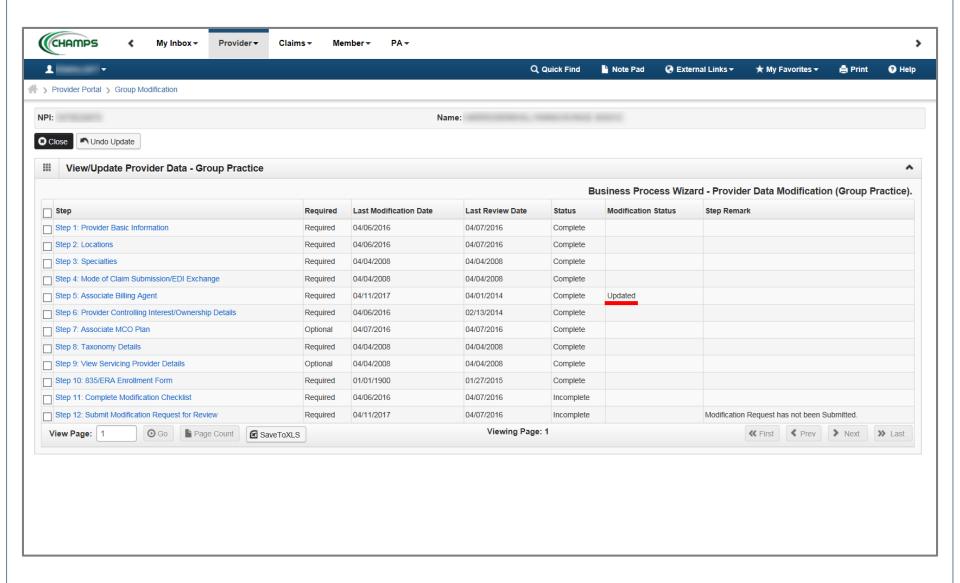


- After authorization is removed the start and end dates for the 835 will no longer show
- Click Close



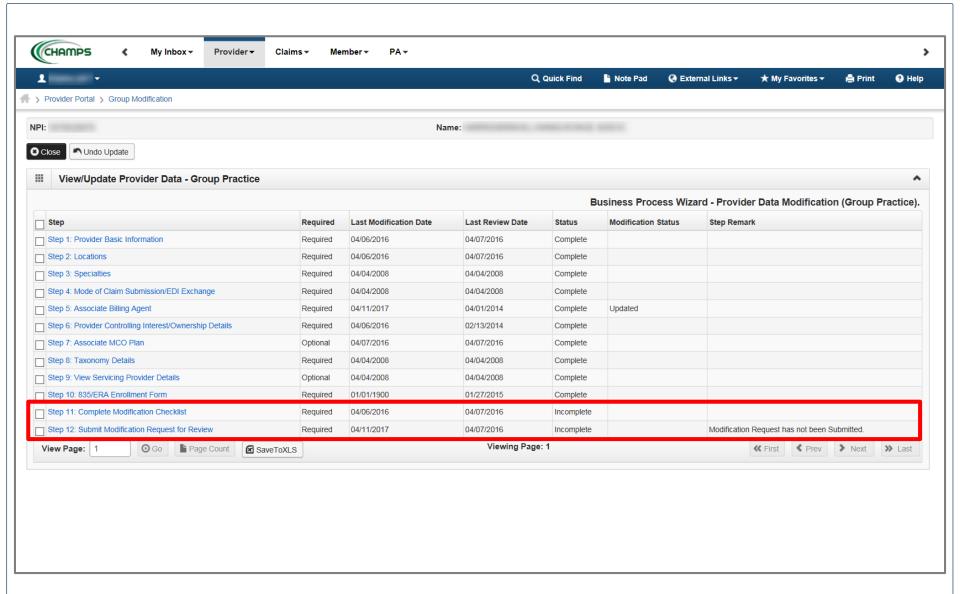


- There will be a segment that shows the 835 Auth. as No; with a Status of, In Review
- Click Close
  - Note: Even though the 835 is no longer going to the billing agent, the billing agent will remain associated to the provider



- Step 5: Associate Billing Agent, will show as Updated
- Proceed with the following steps in numerical order





Make sure to complete steps 11 and 12 in order to submit the modification for review



#### Resources

Trading Partner Resources

Michigan Department of Health & Human Services- Trading Partners
HIPAA Companion Guides
Electronic Submission Manual

- For electronic file submission and 835/ERA inquiries <u>automatedbilling@Michigan.gov</u>
- For encounter file inquiries
   MDHHSEncounterData@Michigan.gov
- Provider Support

   www.michigan.gov/medicaidproviders
   ProviderSupport@Michigan.gov or 1-800-292-2550
- Medicaid Training Requests and scheduled virtual trainings
   <u>Training Requests</u>

